

Claims

1 1. A method of automatically fulfilling a work order associated
2 with a print job request by a customer in communication with a printing facility
3 via a communications network, the method comprising the steps of:
4 receiving a work order request from a customer;
5 transferring the work order to the printing facility over the
6 communications network;
7 engaging an outside service provider to perform the service which the
8 printing facility is either unable or unwilling to perform; and
9 completing the work order without the customer necessarily being
10 aware that the outside service provider was engaged.

1 2. The method of claim 1, wherein the service performed by the
2 outside service provider is a prepress service.

1 3. The method of claim 1, further comprising the step of providing
2 an interface component.

1 4. The method of claim 1, further comprising the steps of receiving
2 data via the communications network from the customer and incorporating the
3 data into a portion of the work requested.

1 5. An automated system to provide seamless work order receipt
2 and processing services via a communications network for a customer, the
3 system comprising the steps of:

4 providing a selection of printers via a communications network;

5 receiving a designation for a printer from the selection of printers via a
6 communications network;

7 providing a set of interface screens customized to the designated printer
8 via a communications network;

9 receiving the work order request and data associated with the set of
10 interfaces via a communications network;

11 providing at least a portion of the data and the work order to a service
12 provider; and

13 processing at least a portion of the work order with the provided portion
14 of the data.

1 6. The system of claim 5, further comprising the step of providing
2 the processed work order to the customer via the communications network.

1 7. The system of claim 5, wherein the data further comprises
2 customer information.

1 8. The system of claim 7, further comprising the step of storing the
2 customer information.

1 9. The system of claim 7, further comprising the step of issuing a
2 login associated with the customer information.

1 10. The system of claim 5, wherein the data further comprises a file.

1 11. The system of claim 10, further comprising the step of
2 converting the file to a portion of the work order.

1 12. The system of claim 5, further comprising providing a quotation
2 related to the work order request.

1 13. An automated system for receiving via a communications
2 network and processing work order requests and files for printing-related
3 activities, the automated system comprising:

4 a work order component;

5 a storage component in communication with the work order
6 component; and

7 an outsourcing component in communication with the work order
8 component, the storage component, or both.

1 14. The system of claim 13, wherein the communications network
2 further comprises the Internet.

1 15. The system of claim 13, further comprising a website available
2 via the communications network.

1 16. The system of claim 15, wherein the website further comprises
2 an interface component.

1 17. The system of claim 13, wherein the storage component further
2 comprises a customer information database.

1 18. The system of claim 13, wherein the storage component further
2 comprises an administration database.

1 19. The system of claim 13, wherein the storage component further
2 comprises a basic job detail database.

1 20. The system of claim 13, further comprising a login component.